



DEFENSE LOGISTICS AGENCY

AMERICA'S COMBAT LOGISTICS SUPPORT AGENCY



Vendor Performance Measurement

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Panel Moderator



Vendor Performance Measurement Overview of Discussion

What determines a vendor's performance rating?

How do we use the performance rating in award decisions?

How can a vendor improve their performance rating?



Vendor Performance Measurement Panel Discussion Members

Heath Berkshire

Procurement Programs Division Chief

Renee Magill

Tech/Quality Division Chief

Jeff West

Vendor Performance Branch Chief

Mary Shearer

Lead Acquisition Policy Analyst

Robert Dowell

Defense Contract Management Agency Rep.



Vendor Performance Measurement Agenda

Contractor Responsibility Determination

Vendor Performance History Database (VPH)

Technical/Quality Perspective

Explanation of Contractor Performance Assessment Reports System (CPARS)

How can I improve my performance scores?

Open Forum for Q&A



Contractor Responsibility Determination





Vendor Performance History (VPH)

Low Risk Profile

DLA Land & Mrtm Composite Vendor Delivery Score (3 year history): 100

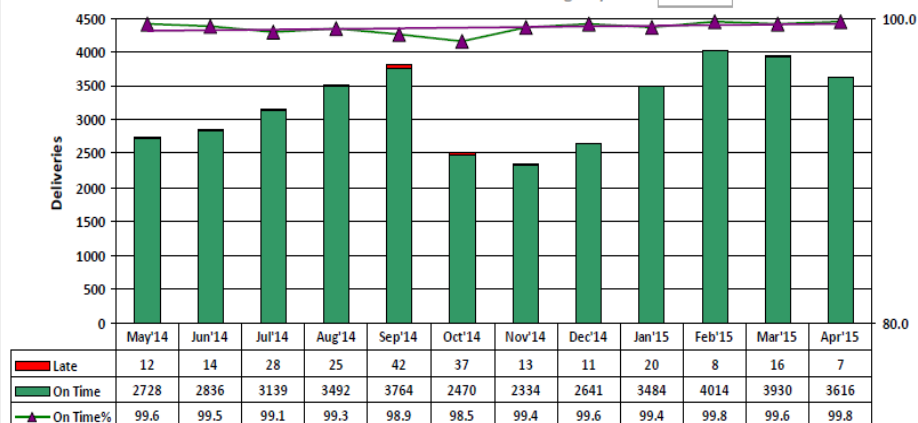
Delinquencies (Open CLINs >30 days past the CDD):

DLA Open CLINs 1,025 DLA Delq Rate L&M Open CLINs 1,022 L&M Delq Rate

DLA Delq CLINs 74 7.2% L&M Delq CLINs 74 7.2%

DLA On Time Deliveries (CLINs delivered by the CDD/1 year history): 1 Yr OTD% 99.2%

Avg Days Late 16



Awarded and Cancelled CLINs (1 year history):

DLA Awarded CLINs 39,597 DLA Terminated (Default) 0 DLA Term% 0.0%

DLA Cancelled (Contractor) 0 DLA Canc% 0.0%

L&M Awarded CLINs 39,576 L&M Terminated (Default) 0 L&M Term% 0.0%

L&M Cancelled (Contractor) 0 L&M Canc% 0.0%

Quality:

QN Report (1 year history):

SDR

Cause_Code CN Contractor Noncompliance

PIIN Count: 1

High Risk Profile

DLA Land & Mrtm Composite Vendor Delivery Score (3 year history): 52

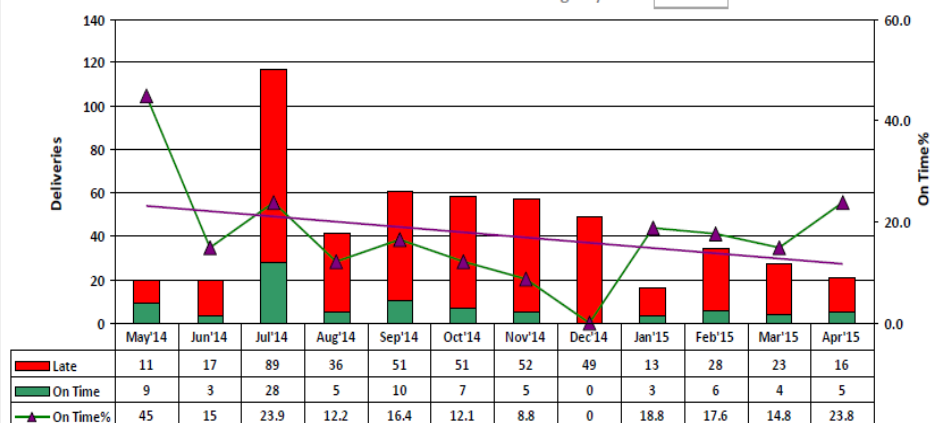
Delinquencies (Open CLINs >30 days past the CDD):

DLA Open CLINs 124 DLA Delq Rate L&M Open CLINs 124 L&M Delq Rate

DLA Delq CLINs 64 51.6% L&M Delq CLINs 64 51.6%

DLA On Time Deliveries (CLINs delivered by the CDD/1 year history): 1 Yr OTD% 16.5%

Avg Days Late 71



Awarded and Cancelled CLINs (1 year history):

DLA Awarded CLINs 478 DLA Terminated (Default) 0 DLA Term% 0.0%

DLA Cancelled (Contractor) 1 DLA Canc% 0.2%

L&M Awarded CLINs 478 L&M Terminated (Default) 0 L&M Term% 0.0%

L&M Cancelled (Contractor) 1 L&M Canc% 0.2%

Quality:

QN Report (1 year history):

PQDR

Cause_Code CN Contractor Noncompliance

PIIN Count: 1



Technical/Quality Perspective

- **Item Risk vs Vendor Risk**
- **Risk Mitigation Tools/Strategies**
 - *Government Source Inspection*
 - *Qualified Supplier List of Distributors (QSLD)*
 - *Qualified Testing Suppliers List (QTSL)*
 - *DCMA Quality Assurance Letter of Instruction (QALI)*
 - *Product Verification Testing (PVT)*
 - *Pre-Award Survey*
 - *Vendor Capability Letter*
- **Product Quality Discrepancy Report (PQDR)**
- **Supply Discrepancy Report (SDR)**





Contractor Performance Assessment Reports System

- Web-based application that collects and manages a library of automated CPARS (<https://www.cpars.gov>)
- Dollar value threshold requirement based on business sector.
 - *DLA Land & Maritime is in the “Operations Support” Business Sector.*
 - *Contract estimate (including options) > \$5 million*
 - *Based on contract max for Long Term Contracts*





Contractor Performance Assessment Reports System

- **A CPARS Assesses a Contractor's Performance**
 - *Per contract & once per year, at contract completion or at contract termination (whichever occurs first).*
 - *Provides positive & negative records*
 - *Assesses likelihood of future successful performance based on historical performance.*
 - *Historical Performance*
 - *Quality*
 - *On-Time Delivery*
 - *Compliance to Contractual Requirements*
- **Continuous feedback is provided to contractor throughout assessment period to improve performance.**





How Can I Improve My Performance Scores?

- Ensure exceptional quality, quote realistic delivery times & deliver on time.
- Review PPIRS scores on a regular basis
 - Determine my composite vendor delivery score

The screenshot shows the DIBBS Notices website. The header includes the Defense Logistics Agency logo and the text 'ENTERPRISE BUSINESS SOLUTIONS DLA INTERNET BID BOARD SYSTEM'. The navigation bar includes links for Home, Solicitations, RFQs, RFP/IFB/Non-Quotable RFQs, Tech Data, Downloads, and Awards. A search bar is located on the right. The main content area displays a list of notices. A red arrow points to the notice titled 'DLA LAND AND MARITIME COMPOSITE VENDOR DELIVERY SCORE'.

Topic Title	Posted
DLA Supplier Communications Resource Center (SIRC)	05-01-2015
DIBBS Notices	04-30-2015
Click the notice title to read notice.	
DLA Land and Maritime Industry Day Forum June 24 25 26 2015 Current Update	04-28-2015
DLA LAND AND MARITIME COMPOSITE VENDOR DELIVERY SCORE	04-23-2015
Training Knowledge and Opportunities Seminar July 21-22	04-21-2015
DLA LAND AND MARITIME SPECIAL NOTICE - INTENT TO AWARD TO NEWLY APPROVED SOURCES	04-20-2015
DLA Land and Maritime Training Knowledge and Opportunities Webinars	04-15-2015
FAT Issue with Auto Solicitations Issued Between April 9th and April 13th 2015	04-07-2015
DLA Land and Maritime Value Engineering Webinar June 17th	03-09-2015
DLA Land and Maritime Post Award Requests	
UPDATE DLA Land and Maritime Industry Day Forum June 24 through 26 2015	



How Can I Improve My Performance Scores?

- Submit PPIRS Challenges via PPIRS Detailed Report

Quality Color Code: GREEN
Weighted Delivery Score: 20

Negative Delivery Record(s)

Department/Agency	Contract No.	NSN/FSC	Due Date	Ship/Rec Date	Cancel Date	Challenge
USMC/NAVY		5310	19-APR-04	26-APR-04		<input type="checkbox"/>
USMC/NAVY		5310013463146	16-AUG-04	16-SEP-04		<input type="checkbox"/>
USMC/NAVY		5310013463146	16-AUG-04	16-SEP-04		<input type="checkbox"/>

Bulletin(s)

Department/Agency	Serial No.	NSN/FSC	Challenge
No Data			

- Contact PPIRS Helpdesk

For questions on orders issued by the Defense Logistics Agency (DLA) contact:

DLA Aviation (Richmond) at dscr.ppirs@dla.mil

DLA Land and Maritime (Columbus) at dscabvs@dla.mil

DLA Troop Support (Philadelphia) at dscpabvs@dla.mil

For Technical help contact:

PPIRS Customer Support Desk:

Phone: 207-438-1690

email: webptsmh@navy.mil



How Can I Improve My Performance Scores?

- Submit Post Award Request (PAR) via DIBBS

The screenshot shows the DLA Internet Bid Board System (DIBBS) website. The page features a header with the DLA logo and navigation tabs: Home, Solicitations, RFQs, RFP/IFB/Non-Quotable RFQs, Tech Data, Downloads, and Awards. A search bar is located on the right. Below the header, there is a section for 'The DLA Internet Bid Board System (DIBBS)' which describes the system's purpose. A red arrow points to the 'Post Award Request (PAR)' link under the 'Awards' section.

Help

- On-Line Help
 - Frequently Asked Questions ~ FAQ
 - DIBBS On-Line Quoting Help
 - Batch Quoting Help
- Contact Us

Solicitations

- Requests for Quotation (RFQ)
 - Batch Quoting
 - Submitted Quote Searching
- Requests for Proposal (RFP) / Invitation For Bid (IFB)
- Other DLA Opportunities
 - Federal Business Opportunities (FedBizOpps)

Vendor Registration

- Vendor Registration
- Registration Guidelines
- DLA Small Business Programs

Awards

- Awards
- Subsistence Market Ready Orders
- Post Award Request (PAR) - Allows vendors to submit post award requests.
- Other DLA Awards
 - Federal Business Opportunities (FedBizOpps)

- Invoice promptly via Wide Area Workflow once shipment has been made.



Conclusion

